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Operations

> **Operations**
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> Information technology operations, or IT operations, refers to all processes and services that are provisioned and used by an IT personal.
>
> DevOps Software maintenance Release management Continuous integration

Operations, in the context of Application Lifecycle Management (ALM) and DevOps, refer to the processes, tools, and techniques used to deploy, manage, and maintain software applications throughout their lifecycle.

In **ALM, operations** include activities such as configuring, deploying, monitoring, and maintaining software applications. This involves working with IT operations teams to ensure that applications are deployed and managed effectively in production environments. It also involves monitoring and troubleshooting issues that arise during the software application's use in the production environment.

In **DevOps, operations** are a critical aspect of the continuous integration and delivery process. The goal of DevOps operations is to streamline and automate the process of deploying and maintaining software applications in production environments. This includes the use of tools and techniques such as containerization, infrastructure as code, and continuous delivery pipelines to automate the deployment and management of software applications.

Overall, **operations play a critical role in the success of software applications** in both ALM and DevOps. By ensuring that applications are deployed, managed, and maintained effectively, operations teams can minimize downtime, optimize performance, and reduce the risk of security incidents. In DevOps, operations are an essential component of the continuous delivery pipeline, enabling teams to rapidly deploy and iterate on software applications while maintaining a high degree of quality and reliability.

IT operations is the overarching term for the processes and services administered by an organization's information technology (IT) department. As such, IT operations includes administrative processes and support for hardware and software, for both internal and external clients.

IT operations, or simply "Ops," is the set of processes, tools, and services that are required to manage and maintain an organization's IT infrastructure. IT operations is important for several reasons:

- **Ensuring availability and reliability:** IT operations teams are responsible for ensuring that the organization's IT systems are available and reliable for users. They monitor systems and services to detect and fix issues before they impact users.
- **Managing costs:** IT operations teams are responsible for managing the costs of IT

infrastructure and services. They need to ensure that the organization is getting value for money from its IT investments.

- **Security and compliance:** IT operations teams are responsible for ensuring that IT systems are secure and compliant with relevant regulations. They need to implement and maintain security measures such as firewalls, antivirus software, and access controls.
- **Continual improvement:** IT operations teams are responsible for continually improving IT services to meet changing business needs. They need to assess the effectiveness of IT systems and services and make improvements to increase efficiency and performance.
- **Supporting innovation:** IT operations teams play a critical role in supporting innovation within an organization. They need to provide the necessary infrastructure and services to enable the development and deployment of new technologies and applications.

Overall, IT operations is important for ensuring that an organization's IT infrastructure is efficient, secure, and reliable, which ultimately supports the success of the business.

Source: YouTube

DevOps - Operations

- DevOps
- DevOps Release
- DevOps Monitor

DevOps Release

Cloud Governance

- Azure, AWS, Google
- Cloud computing
- CloudOps

Lean IT Operations

- https://www.disciplinedagiledelivery.com/agility-at-scale/it-operations/#Process
- https://disciplinedagiledelivery.com/dait/ (Disciplined Agile IT (DAIT))

IT Capability

- IT Governance
- IT Strategy
- https://cio-wiki.org/wiki/IT_Capability
- https://cio-wiki.org/wiki/IT_Operations_(Information_Technology_Operations)

Automation

- PowerShell
- Bash
- Power Automate (Flow)

Disciplines

- Architecture
- Change management
- Software maintenance
- DevOps
- Release management

> **External links:**
>
> - https://www.disciplinedagiledelivery.com/agility-at-scale/it-operations/#Process
> - https://cio-wiki.org/wiki/IT_Operations_Management_(ITOM)

> **Related:**
>
> - Architecture   governance, development, operations, overview
> - Change management   governance, development, operations, cm, overview, dx
> - DevOps   development, operations, method, agile, maintenance, skill, overview, dx, devx
> - Release management   governance, development, operations, checklist
> - Software maintenance   operations, skill, ops

ToDo

- ✏️ Fix Me!
- Change management
- ITIL
- Software versioning

- [AIOps](#)
- [ITSM](#)
- [Release management](#)
- Application Server
- Application Virtualization
- Backup and Recovery Software
- Blade Servers
- Business ISPs
- CIO vs CDO
- Client Desktop Management
- Cloud Software Defined Storage
- Cloud strategy
- Cluster Provisioning
- COBIT
- Composable Infrastructure
- Configuration Management
- Configuration Management Databases
- Container Backup Software
- Container Management
- Container Monitoring
- Container Registry
- Containers
- Copy Data Management
- Cyber Security
- Data Analytics
- Data Replication
- Data Storage for Kubernetes
- Density Optimized Servers
- Deployment
- Desktop as a Service (DaaS)
- Desktop Outsourcing
- Device as a Service
- DevOps - IT Operations
- Digital Asset Management
- Digital Rights
- Disaster Recovery (DR) Software
- Disaster Recovery Services
- Disk Based Backup Systems
- Domain Name System (DNS) Security
- Enterprise Desktops and Laptops
- Enterprise FPGA
- Enterprise GPU
- Enterprise Printing
- Evolve Infrastructure
- Feedback loop
- File and Object Storage
- File Archiving
- File System Software
- Govern IT Operations
- Governance → Compliance
- High Availability Clustering

- Hosted Virtual Desktop Services
- Infrastructure as Code
- Internet Security
- IT Alerting and Incident Management
- IT Asset Management
- IT Financial Management
- IT Governance
- IT Infrastructure Monitoring
- IT Outsourcing
- IT Service Management (ITSM)
- KPIs
- License Management
- Log Management
- Mainainance models (ex. PM3)
- Mainframes
- Maintenance
- Manage Configurations
- Manage Infrastructure
- Managed DNS
- Managed File Transfer (MFT)
- Managed Print Servers
- Mitigate Distasters
- Monitoring
- Monitoring and Logging
- Operating Systems (OS) for Business
- Output Management
- Proactive vs Reactive
- Professional Services Automation (PSA)
- Rack Servers
- Remote Access
- Remote Monitoring and Management Software
- Role matrix
- Run Solutions
- SaaS Backup
- SaaS Management Platforms
- Server Monitoring
- Server Virtualization Software
- Service Desk
- Service Desk Outsourcing
- Service Mesh
- ServiceNow Service Providers
- Site Reliability Engineering
- Software Asset Management
- Software Defined Storage (SDS)
- Storage Management
- Storage Performance
- Storage Software
- Tower Servers
- UEFI Firmware
- Updating, maintenance
- Upgrades/migration

- User Provisioning Software
- User Virtualization
- Virtual Desktop Infrastructure (VDI)
- Virtualization Management Tools
- Web Hosting Control Panel
- Web Hosting Services
- Workload Automation
- GitOps
- LMOps

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